

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Case Manager Supervisor  
(Non-Bargaining) **PCN:** 107210

**DEPARTMENT/Location:** Medical Support Services/  
West Center **P. R.:** N15

**REPORTS TO:** Deputy Director of Medical Support

**RESPONSIBILITIES:** Provide direct supervision to a unit of case managers and a customer support specialist. Complete assessments, determine and re-determine eligibility for financial, medical, food stamps, emergency assistance, child care, or other services in compliance with federal, state and local regulations and procedures. Assign and monitor determinations completed on unit customers and review cases to ensure payment accuracy and compliance. Provide initial and ongoing training to unit staff on agency policies and procedures, federal and state regulations and requirements. Assign and monitor work completed by staff. Assist center management in resolving complaints or completing cases.

Assist in the development of center policies and procedures, and evaluate existing policies. Evaluate customer needs and advise the department and/or center management of community service resource needs. Evaluate the service delivery system and make recommendations. Assist case managers in implementing or coordinating services with other agencies. Work with local organizations and assist in the identification and development of service or other resources.

**MINIMUM QUALIFICATIONS:** Bachelor's degree in social work or related field with three (3) years of social work, case management, or related experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$23.09 per hour. 180 day probationary period.  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Wednesday, December 2, 2015

**DEADLINE TO APPLY:** Tuesday, December 8, 2015

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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